

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	% On Time FOC	
Products	Trunks: <ul style="list-style-type: none"> <li>· CLEC Trunks (<math>\leq</math> 192 Forecasted Trunks)</li> <li>· CLEC Trunks (<math>&gt;</math> 192 and Unforecasted Trunks)</li> </ul>	
Calculation	Numerator	Denominator
	Count of orders confirmed within 10 days	Count of orders confirmed (faxed orders) with 192 or less trunks that are not designated projects.

<b>Function:</b>		
<b>OR-2 Reject Timeliness</b>		
<b>Definition:</b>		
<u>Reject Response Time:</u> The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on date and time stamp.		
<u>Percent of Orders Rejected On Time:</u> The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.		
Notes: (1) Rejected Orders – Orders failing “Basic front-end edits” <sup>47</sup> are not placed on Completed PON Master File. (2) Measurements are based on rejected orders.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• BA Test Orders</li> <li>• Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.</li> <li>• Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.</li> <li>• SOP scheduled downtime hours (Flow-through).</li> </ul>		
<b>Report Dimensions :</b>		
Company: <ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		Geography: <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Performance Standard:</b>		
95% On Time According to schedule below:		
<b>Resale:</b>	<b>UNE:</b>	<b>Interconnection Trunks:</b>
<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>• Flow-Through Orders: 2 Hours</li> <li>• Orders with &lt; 10 Lines: 24 Hours</li> <li>• Orders with ≥ 10 Lines: 72 Hours</li> </ul> <i>Complex Services) (requiring loop qualification)</i> <ul style="list-style-type: none"> <li>• 2 wire Digital Services: 72 hours</li> <li>• 2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>• Orders with &lt; 10 Lines: 48 Hours</li> <li>• Orders with ≥ 10 Lines: 72 Hours <sup>48</sup></li> </ul> <b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above	<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>• Flow-Through Orders: 2 Hours</li> <li>• Orders with &lt; 10 Lines: 24 Hours</li> <li>• Orders with ≥ 10 Lines: 72 Hours</li> </ul> <i>Complex Services(requiring loop qualification)</i> <ul style="list-style-type: none"> <li>• 2 Wire Digital Services: 72 hours</li> <li>• 2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>• Orders with &lt; 10 Lines: 48 Hours</li> <li>• Orders with ≥ 10 Lines: 72 Hours <sup>4</sup></li> </ul> <b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above.	<b>Electronically Submitted Orders:</b> <ul style="list-style-type: none"> <li>• ≤ 192 Trunks: 10 Business Days</li> <li>• &gt; 192 Trunks: Negotiated Process</li> </ul> <b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above

<sup>47</sup> Basic front-end edits – see Glossary.

<sup>48</sup> Also includes orders requiring facility verification as specified in the interval appendix.

<b>Sub-Metrics – OR-2 Reject Timeliness</b>		
<b>OR-2-02</b>	<b>% On Time LSR Reject – Flow Through</b>	
<b>Products</b>	<i>Resale:</i> · POTS/Pre-Qualified Complex	<i>UNE:</i> · POTS/Pre-Qualified Complex
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of flow-through LSRs rejected for specified product.
<b>OR-2-04</b>	<b>% On Time LSR Reject &lt; 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials	<i>UNE:</i> · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.
<b>OR-2-06</b>	<b>% On Time LSR Reject ≥ 10 Lines (Electronic)</b>	
<b>Products</b>	<i>Resale:</i> · POTS/Pre-qualified Complex · Specials	<i>UNE:</i> · POTS/Pre-qualified Complex · Specials
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
<b>OR-2-12</b>	<b>% On Time Trunk ASR Reject</b>	
<b>Products</b>	Trunks: · CLEC Trunks	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of rejected trunk orders that meet reject trunk standard (10 days).	Count of rejected trunk orders for less than 192 trunks.

<b>Function:</b>		
<b>OR-5 Percent Flow-Through <sup>49</sup></b>		
<b>Definition:</b>		
<p><b>Total Flow-Through:</b> The percent of valid orders received through the electronic ordering Gateway and processed directly to the legacy service order processor without manual intervention. These service orders require no action by a BA service representative to type an order into the service order processor. This is also known as “ordering” flow-through.</p> <p><b>% Flow Through Achieved:</b> % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.</p> <p><b>Note:</b> Rejected Orders – Orders failing “Basic front-end edits” <sup>50</sup> are not placed on Completed PON Master File.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• BA Test Orders</li> <li>• Orders sent via US Mail or Fax</li> <li>• From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on BA accounts where business rules require manual intervention, such as pending orders, BA blocking, contractual issues such as special touch tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment. [specific exclusions under development with NYPSC]</li> </ul>		
<b>Performance Standard:</b>		
No Standard Developed for Total Flow-Through <sup>51</sup> . To be developed within 6 months of merger close.		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• CLEC Aggregate</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Sub-Metrics</b>		
<b>OR-5-01</b>	<b>% Flow Through – Total</b>	
<b>Products</b>	Resale	UNE
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all orders that flow through (FLWTHRU-CAND-IND = ‘1’) for specified product.	Total number of LSR/ASR records (orders) for specified product.

<sup>49</sup> While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

<sup>50</sup> Basic front-end edits – see Glossary.

<sup>51</sup> NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

Sub-Metrics OR-5 % Flow Through (continued)		
OR-5-03	% Flow Through Achieved	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Count of flow through eligible orders

## Provisioning (PR)

<b>Function:</b>			
<b>PR-3 Completed within Specified Number of Days (1-5 Lines)</b>			
<b>Definition:</b>			
For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.			
<b>Exclusions:</b>			
<ul style="list-style-type: none"><li>· BA Test Orders.</li><li>· Disconnect Orders.</li><li>· Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code).</li><li>· Bell Atlantic Administrative orders. <sup>52</sup></li><li>· Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).</li><li>· Additional Segments on orders (parts of a whole order are included in the whole).</li><li>· Orders that are not complete. (Orders are included in the month that they are complete).</li><li>· Suspend for non-payment and associated restore orders.</li><li>· Orders completed late due to any end user or CLEC caused delay.</li><li>· Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.</li></ul>			
<b>Performance Standard:</b>			
Parity with BA Retail.			
See Interval Guide for specific products and services.			
<b>Report Dimensions</b>			
Company: <ul style="list-style-type: none"><li>· BA Retail</li><li>· CLEC Aggregate</li><li>· CLEC Specific</li></ul>		Geography: <ul style="list-style-type: none"><li>· State</li></ul>	
<b>Products</b> (For all PR-3)	<b>Retail:</b> <ul style="list-style-type: none"><li>· POTS - Total</li></ul>	<b>Resale:</b> <ul style="list-style-type: none"><li>· POTS - Total</li></ul>	<b>UNE:</b> <ul style="list-style-type: none"><li>· POTS – Platform &amp; Other (UNE Switch &amp; INP)</li></ul>
<b>Sub-Metrics</b>			
<b>PR-3-08</b>	<b>% Completed in 5 Days (1-5 Lines – No Dispatch)</b>		
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
<b>PR-3-09</b>	<b>% Completed in 5 Days (1-5 Lines – Dispatch)</b>		
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	

<sup>52</sup> BA Administrative Orders – See Glossary

<b>Function:</b>	
<b>PR-4 Missed Appointments</b>	
<b>Definition:</b>	
The Percent of Orders completed after the commitment date.	
<u>LNP</u> : The percent of orders completed on Time (not early)	
<u>Trunks</u> : Includes reciprocal trunks from BA to CLEC. The percentage of <u>trunks</u> completed for which there was a missed appointment.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• BA Test Orders</li> <li>• Disconnect Orders</li> <li>• Bell Atlantic Administrative orders <sup>53</sup></li> <li>• Additional Segments <sup>54</sup> on orders (parts of a whole order are included in the whole)</li> <li>• Orders that are not complete. (Orders are included in the month that they are complete)</li> <li>• Suspend for non-payment and associated restore orders.</li> <li>• For Delay Days: for orders with both a BA miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded.</li> </ul>	
<b>Performance Standard:</b>	
Parity with BA Retail	
Retail Comparison for IOF and EEL is total Retail Specials	
LNP: 95% on Time	
Retail Comparison for 2 Wire DSL and 2 Wire Digital is POTS Second Lines	
<b>Report Dimensions</b>	
Company: <ul style="list-style-type: none"> <li>• BA Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	Geography: <ul style="list-style-type: none"> <li>• State</li> </ul>

<sup>53</sup> BA Administrative Orders – See Glossary

<sup>54</sup> Segments – See Glossary

Sub-Metrics – PR-4 Missed Appointments				
PR-4-01	% Missed Appointment – Bell Atlantic – Total			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.			
Products	Retail: <ul style="list-style-type: none"><li>· Specials</li><li>· IXC FGD Trunks</li></ul>	Resale: <ul style="list-style-type: none"><li>· Specials</li></ul>	UNE: <ul style="list-style-type: none"><li>· EEL</li><li>· IOF</li><li>· Specials</li></ul>	Trunks: <ul style="list-style-type: none"><li>· CLEC Trunks</li></ul>
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like ‘C*’) for product group		Count of Orders Completed for product group.	
PR-4-02	Average Delay Days – Total			
Description	For orders missed due to Bell Atlantic reasons, the average number of days between committed due date and actual work completion date, attributable to BA.			
Products	Retail: <ul style="list-style-type: none"><li>· POTS</li><li>· 2 Wire Digital</li><li>· 2 Wire xDSL</li><li>· Specials</li><li>· IXC FGD Trunks</li></ul>	Resale: <ul style="list-style-type: none"><li>· POTS</li><li>· 2 Wire Digital</li><li>· 2 Wire xDSL</li><li>· Specials</li></ul>	UNE: <ul style="list-style-type: none"><li>· POTS</li><li>· 2 Wire Digital</li><li>· 2 Wire xDSL</li><li>· Specials</li><li>· EEL</li><li>· IOF</li></ul>	Trunks: <ul style="list-style-type: none"><li>· CLEC Trunks</li></ul>
Calculation	Numerator		Denominator	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch			
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic reasons.			
Products	Retail: <ul style="list-style-type: none"><li>· POTS</li><li>· 2 Wire Digital</li><li>· 2 Wire xDSL</li></ul>	Resale: <ul style="list-style-type: none"><li>· POTS</li><li>· 2 Wire Digital</li><li>· 2 Wire xDSL</li></ul>	UNE: <ul style="list-style-type: none"><li>· Platform</li><li>· Loop – New</li></ul>	
Calculation	Numerator		Denominator	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like ‘C*’) for product group.		Count of Dispatched Orders Completed for product group.	



<b>Sub-Metrics PR-4 Missed Appointments (continued)</b>		
<b>PR-4-05</b>	<b>% Missed Appointment – Bell Atlantic – No Dispatch</b>	
<b>Description</b>	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic reasons.	
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> </ul> UNE: <ul style="list-style-type: none"> <li>• Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.	Count of No Dispatch Orders Completed for product group.
<b>PR-4-07</b>	<b>% On Time Performance – LNP Only</b>	
<b>Description</b>	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due date and disconnect is completed after, but on the due date For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• LNP</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)
<b>PR-4-10</b>	<b>% Completed On Time – Complex (DD-2 Test &amp; Serial Number)</b>	
<b>Description</b>	% of complex (2 wire digital or 2 wire x DSL services) completed on time with a serial number (index number) provided by CLEC. CLEC did perform test at due date –2.	
<b>Products</b>	Retail <ul style="list-style-type: none"> <li>• POTS – Residential Second Line</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• 2 Wire Digital Svcs.</li> <li>• 2 Wire xDSL Svcs.</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of all orders completed on or before the due date with CLEC acceptance via serial number (and DD-2 test)	Count of all orders completed where the CLEC provided an 800 number and due date –2 test results

<b>Function:</b>				
<b>PR-5 Facility Missed Orders</b>				
<b>Definition:</b>				
% Facility Miss: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.				
% Facility Orders > 30 Days: The percent of orders missed for lack of facilities where the completion date minus the appointment date is greater than 30 calendar days.				
Trunks: The percentage of <u>trunks</u> completed after the commitment date, where the cause of the delay is lack of facilities.				
<b>Exclusions:</b>				
<ul style="list-style-type: none"><li>· BA Test Orders</li><li>· Disconnect Orders</li><li>· Bell Atlantic Administrative orders <sup>55</sup></li><li>· Additional Segments on orders (parts of a whole order are included in the whole)</li><li>· Orders that are not complete. (Orders are included in the month that they are complete)</li><li>· Suspend for non-payment and associated restore orders.</li></ul>				
<b>Performance Standard:</b>				
Parity with BA Retail.				
<b>Report Dimensions</b>				
Company: <ul style="list-style-type: none"><li>· BA Retail</li><li>· CLEC Aggregate</li><li>· CLEC Specific</li></ul>			Geography: <ul style="list-style-type: none"><li>· State</li></ul>	
<b>Sub-Metrics</b>				
<b>PR-5-03</b>		<b>% Orders Held for Facilities &gt; 60 Days</b>		
<b>Description</b>		The Percent of Orders completed more than 60 days after the commitment date, due to lack of Bell Atlantic facilities.		
<b>Products</b>		Retail: <ul style="list-style-type: none"><li>· POTS</li><li>· Specials</li><li>· 2 Wire Digital</li><li>· 2 Wire xDSL</li><li>· IXC FGD Trunks</li></ul>	Resale: <ul style="list-style-type: none"><li>· POTS</li><li>· 2 Wire Digital</li><li>· 2 Wire xDSL</li><li>· Specials</li></ul>	UNE: <ul style="list-style-type: none"><li>· Loop</li><li>· Platform</li><li>· 2 Wire Digital</li><li>· 2 Wire xDSL</li><li>· Specials</li></ul>
		Trunks: <ul style="list-style-type: none"><li>· CLEC Trunks</li></ul>		
<b>Calculation</b>		<b>Numerator</b>		<b>Denominator</b>
		Count of Orders where the completion date less due date is 60 or more days for Company Facility Reasons (CISR_MAC 'CF') for product group		Count of Orders Completed for product group.

<sup>55</sup> BA Administrative Orders – See Glossary

<b>Function:</b>				
<b>PR-6 Installation Quality</b>				
<b>Definition:</b>				
The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.				
<b>Exclusions:</b>				
<ul style="list-style-type: none"> <li>Subsequent reports (additional customer calls while the trouble is pending)</li> <li>Troubles closed due to customer action.</li> <li>Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.</li> </ul>				
<b>Formula:</b>				
Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100				
<b>Performance Standard:</b>				
Parity with BA Retail For Found Troubles				
For PR-6-02 Loop Hot Cuts: $\leq 2\%$				
<b>Report Dimensions</b>				
Company:			Geography:	
<ul style="list-style-type: none"> <li>BA Retail</li> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>			<ul style="list-style-type: none"> <li>State</li> </ul>	
<b>Sub-Metrics</b>				
<b>PR-6-01</b>	<b>% Installation Troubles reported within 30 Days</b>			
<b>Description</b>	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>Specials</li> <li>IXC FGD Trunks</li> </ul>	Resale: <ul style="list-style-type: none"> <li>2 Wire Digital</li> <li>2 Wire xDSL</li> <li>Specials</li> </ul>	UNE: <ul style="list-style-type: none"> <li>2 Wire Digital</li> <li>2 Wire xDSL</li> <li>Specials</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines with installation activity within 30 days.	
<b>PR-6-02</b>	<b>% Installation Troubles reported within 7 Days</b>			
<b>Description</b>	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>POTS</li> </ul>	Resale: <ul style="list-style-type: none"> <li>POTS</li> </ul>	UNE: <ul style="list-style-type: none"> <li>POTS – Loop - Total</li> <li>POTS – Loop Hot Cut</li> <li>POTS - Platform</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.		Total Lines with installation activity within 30 days.	

<b>Function:</b>		
<b>PR-9 Hot Cut Loops</b>		
<b>Definition:</b>		
A Hot Cut is considered complete when one of the following occurs:		
<ol style="list-style-type: none"> <li>1. BA performs the hot cut, notifies the CLEC by telephone, and the CLEC accepts the hot cut and issues a serial number (or index number), or</li> <li>2. BA performs the hot-cut, notifies the CLEC by telephone, but the CLEC does not accept the hot cut, or report a trouble, within one hour of notification and has not specifically requested, within the hour, more time to test; or</li> <li>3. BA performs the hot cut, attempts to notify the CLEC by telephone but receives no answer and leaves a phone message, and the CLEC does not respond within one hour of the message.</li> </ol>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• BA Test Orders</li> <li>• Bell Atlantic Administrative orders <sup>56</sup></li> <li>• Additional Segments <sup>57</sup> on orders (parts of a whole order are included in the whole)</li> <li>• Orders that are not complete. (Orders are included in the month that they are complete)</li> </ul>		
<b>Performance Standard:</b>		
Hot Cuts: 95% completed within window.		
Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:		
1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours If IDLC is involved – 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)		
<b>Report Dimensions</b>		
Company:		Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Sub-Metrics</b>		
<b>PR-9-01</b>	<b>% On Time Performance – Hot Cut</b>	
<b>Description</b>	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met.	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• Loop – Hot Cut (Coordinated Cut-over)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of hot cut (coordinated loop orders) (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of hot cut (coordinated loop orders) completed.

<sup>56</sup> BA Administrative Orders – See Glossary

<sup>57</sup> Segments – See Glossary

## Maintenance and Repair (MR)

<b>Function:</b>				
<b>MR-2 Trouble Report Rate</b>				
<b>Definition:</b>				
<p><u>Report Rate:</u> Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).</p> <p>UNE Loop is defined as 2 wire analog loop</p>				
<b>Exclusions:</b>				
<ul style="list-style-type: none"> <li>Report rate excludes Subsequent reports (additional customer calls while the trouble is pending)</li> <li>Troubles reported on BA official (administrative lines)</li> <li>Troubles closed due to customer action.</li> <li>Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul> <p>Excluded from Total and Loop/CO report rates:</p> <ul style="list-style-type: none"> <li>Customer Premises Equipment (CPE) troubles</li> <li>Troubles reported but not found (Found OK and Test OK).</li> </ul>				
<b>Performance Standard:</b>				
<p>Report Rate:</p> <p>Parity with BA Retail.</p> <p>Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR</p>				
<b>Report Dimensions</b>				
<p>Company:</p> <ul style="list-style-type: none"> <li>BA Retail</li> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>			<p>Geography:</p> <ul style="list-style-type: none"> <li>State</li> </ul>	
<b>Sub-Metrics</b>				
<b>MR-2-01</b>	<b>Network Trouble Report Rate</b>			
<b>Products</b>	<p>Retail:</p> <ul style="list-style-type: none"> <li>Specials</li> <li>IXC FGD Trunks</li> </ul>	<p>Resale:</p> <ul style="list-style-type: none"> <li>Specials</li> </ul>	<p>UNE:</p> <ul style="list-style-type: none"> <li>Specials</li> </ul>	<p>Trunks:</p> <ul style="list-style-type: none"> <li>CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-02	Network Trouble Report Rate – Loop		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · Platform · Loop · 2 Wire Digital Services · 2 Wire xDSL Services
Calculation	Numerator		Denominator
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service
MR-2-03	Network Trouble Report Rate – Central Office		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · Platform · Loop · 2 Wire Digital Services · 2 Wire xDSL Services
Calculation	Numerator		Denominator
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service

<b>Function:</b>			
<b>MR-3 Missed Repair Appointments</b>			
<b>Definition:</b>			
<p>The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Loop is defined as disposition Codes 03 plus 04 and are always dispatched.</p>			
<b>Exclusions:</b>			
<ul style="list-style-type: none"> <li>· Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval</li> <li>· Excludes Subsequent reports (additional customer calls while the trouble is pending)</li> <li>· Customer Premises Equipment (CPE) troubles</li> <li>· Troubles reported but not found (Found OK and Test OK).</li> <li>· Troubles closed due to customer action.</li> <li>· Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul>			
<b>Performance Standard:</b>			
MR-3-01 and MR-3-02 - Parity with BA Retail.			
<b>Report Dimensions</b>			
Company:		Geography:	
<ul style="list-style-type: none"> <li>· BA Retail</li> <li>· CLEC Aggregate</li> <li>· CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>· State</li> </ul>	
<b>Sub-Metrics</b>			
<b>MR-3-01</b>	<b>% Missed Repair Appointment – Loop</b>		
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>· POTS/ Complex</li> </ul>	Resale: <ul style="list-style-type: none"> <li>· POTS/Complex</li> </ul>	UNE: <ul style="list-style-type: none"> <li>· Platform</li> <li>· Loop</li> <li>· 2 Wire Digital</li> <li>· 2 Wire xDSL</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).		Count of Loop Troubles (disposition codes 03 and 04).
<b>MR-3-02</b>	<b>% Missed Repair Appointment – Central Office</b>		
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>· POTS/ Complex</li> </ul>	Resale: <ul style="list-style-type: none"> <li>· POTS/Complex</li> </ul>	UNE: <ul style="list-style-type: none"> <li>· Platform</li> <li>· Loop</li> <li>· 2 Wire Digital</li> <li>· 2 Wire xDSL</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).



<b>Function:</b>				
<b>MR-4 Trouble Duration Intervals</b>				
<b>Definition:</b>				
<p><u>Mean Time to Repair</u>: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).  For <u>POTS and Complex</u> -type services this is measured on a "running clock" basis. Run clock includes weekends and holidays.  For <u>Special Services</u>-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).  <u>Out of Service Intervals</u>: The percent of <u>Network Troubles</u> that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y" equals hours out of service (12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO").</p>				
<b>Exclusions:</b>				
<ul style="list-style-type: none"> <li>Subsequent reports (additional customer calls while the trouble is pending)</li> <li>Customer Premises Equipment (CPE) troubles</li> <li>Troubles reported but not found (Found OK and Test OK).</li> <li>Troubles closed due to customer action.</li> <li>Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul>				
<b>Performance Standard:</b>				
Parity with BA Retail.				
<b>Report Dimensions</b>				
Company: <ul style="list-style-type: none"> <li>BA Retail</li> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>			Geography: <ul style="list-style-type: none"> <li>State</li> </ul>	
<b>Sub-Metrics</b>				
<b>MR-4-01</b>	<b>Mean Time To Repair – Total</b>			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>Specials</li> <li>IXC FGD Trunks</li> </ul>	Resale: <ul style="list-style-type: none"> <li>Specials</li> </ul>	UNE: <ul style="list-style-type: none"> <li>Specials</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	



Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-02	Mean Time To Repair – Loop Trouble		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · Platform · Loop · 2 Wire Digital · 2 Wire xDSL
Calculation	Numerator		Denominator
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)
MR-4-03	Mean Time To Repair – Central Office Trouble		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · POTS – Platform · POTS - Loop · 2 Wire Digital · 2 Wire xDSL
Calculation	Numerator		Denominator
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition codes 05)
MR-4-07	% Out of Service > 12 Hours		
Products	Retail: · IXC FGD Trunks	Trunks: · CLEC Trunks	
Calculation	Numerator		Denominator
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of Out of service troubles (Loop & CO)
MR-4-08	% Out of Service > 24 Hours		
Products	Retail: · POTS/Complex · Specials	Resale: · POTS/Complex · Specials	UNE: · Platform · Loop · 2 Wire Digital · 2 Wire xDSL · Specials
Calculation	Numerator		Denominator
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.		Count of Out of service troubles (Loop & CO).

<b>Function:</b>				
<b>MR-5 Repeat Trouble Reports</b>				
<b>Definition:</b>				
The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeat as a code 3, 4, or 5 will be classified as a repeat report.				
<b>Exclusions:</b>				
A report is not scored a repeat where the original reports are: <ul style="list-style-type: none"> <li>• Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul> Excluded from the "repeat" reports are: <ul style="list-style-type: none"> <li>• Subsequent reports (additional customer calls while the trouble is pending)</li> <li>• Customer Premises Equipment (CPE) troubles</li> <li>• Troubles reported but not found upon dispatch (Found OK and Test OK).</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul>				
<b>Performance Standard:</b>				
Parity with BA Retail.				
<b>Report Dimensions</b>				
Company: <ul style="list-style-type: none"> <li>• BA Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		Geography: <ul style="list-style-type: none"> <li>• State</li> </ul>		
<b>Sub-Metrics</b>				
<b>MR-5-01</b>	<b>% Repeat Reports within 30 Days</b>			
<b>Products</b>	<b>Retail:</b> <ul style="list-style-type: none"> <li>• POTS/ Complex</li> <li>• Specials</li> <li>• IXC FGD Trunks</li> </ul>	<b>Resale:</b> <ul style="list-style-type: none"> <li>• POTS/Complex</li> <li>• Specials</li> </ul>	<b>UNE:</b> <ul style="list-style-type: none"> <li>• Platform</li> <li>• Loop</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> </ul>	<b>Trunks:</b> <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From Disposition codes < 14)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

## Network Performance (NP)

### Function:

#### NP-1 Percent Final Trunk Group Blockage

### Definition:

The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]

For this measure, BA Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems.

CLEC Trunks are dedicated final trunks carrying traffic from the BA access tandem to the CLEC.

### Exclusions:

Trunks not included:

- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic

BA will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that BA has identified a blocked trunk group and that the trunk group should be excluded from BA performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:

- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied BA request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements

### Performance Standard:

Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks. For individual trunk groups carrying traffic between BA and CLECs, BA will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.

End User Standard:

602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.

603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.

603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

<b>Report Dimensions – NP-1 Percent Final Trunk Group Blockage</b>		
Company: <ul style="list-style-type: none"> <li>· CLEC Aggregate</li> <li>· CLEC Specific</li> </ul>		Geography: <ul style="list-style-type: none"> <li>· State</li> </ul>
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>· CLEC Trunks</li> </ul>	
<b>Sub-Metrics</b>		
<b>NP-1-04</b>	<b>Number Final Trunk Groups Exceeding Blocking Standard – 3 Months</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

<b>Function:</b>		
<b>NP-2 Collocation Performance</b>		
<b>Definition:</b>		
<p>Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.</p> <p>(For NY Per 914 tariff, (Section 5.5.1(B)(3)) Un-forecasted demand will have the following interval start date:</p> <ul style="list-style-type: none"> <li>· No Forecast Received: 3 months after application date</li> <li>· Forecast received 1 month prior to application date: 2 months after application date</li> <li>· Forecast received 2 months prior to application date: 1 month after application date</li> <li>· Forecast received 3 months prior to application date: On the application date</li> </ul> <p>Interval Stops if (stop clock):</p> <ul style="list-style-type: none"> <li>· For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4(D) and 5.2.2(F) and in glossary.</li> </ul> <p>Completions: BA will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.</p>		
<b>Exclusions:</b>		
· None		
<b>Formula:</b>		
<p>Interval: <math>\sum (\text{Committed Due Date} - \text{Application Date}) / \text{Number of Cages}</math></p> <p>% On Time: <math>\text{Number of Cages completed on Due Date (adjusted for milestone misses)} / \text{Number of Cages completed} \times 100</math></p>		
<b>Performance Standard:</b>		
<p>Physical<sup>58</sup>:</p> <ul style="list-style-type: none"> <li>Notification of Space Availability: 8 Days</li> <li>Collocation Interval: 76 Days</li> <li>95% On Time</li> </ul> <p>Virtual:</p> <ul style="list-style-type: none"> <li>Notification of Space Availability: 14 Days</li> <li>Collocation Interval: 105 Days</li> <li>95% On Time</li> </ul>		
<b>Report Dimensions</b>		
<p>Company:</p> <ul style="list-style-type: none"> <li>· CLEC Aggregate</li> <li>· CLEC Specific</li> </ul>		<p>Geography:</p> <ul style="list-style-type: none"> <li>· State</li> </ul>
<b>Sub-Metrics</b>		
NP-2-01	% On Time Response to Request for Physical Collocation	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of requests for Physical collocation cages where response to request is answered on time.	Count of requests for physical collocation received in period.

<sup>58</sup> Intervals may vary in accordance with state regulations or tariffs.

<b>Sub-Metrics NP-2 Collocation Performance (continued)</b>		
<b>NP-2-02</b>	<b>% On Time Response to Request for Virtual Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of requests for Virtual collocation arrangements where response to request is answered on time.	Count of requests for virtual collocation received in period.
<b>NP-2-05</b>	<b>% On Time – Physical Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of physical collocation cages completed.
<b>NP-2-06</b>	<b>% On Time – Virtual Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of virtual collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of virtual collocation arrangements completed.

## Billing Performance (BI)

<b>Function:</b>		
<b>BI-2 Timeliness of Carrier Bill</b>		
<b>Definition:</b>		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
<b>Exclusions:</b>		
· None		
<b>Formula:</b>		
$(\text{Number of Bills sent within 10 business days} / \text{number of bills sent}) \times 100$		
<b>Performance Standard:</b>		
98% in 10 Business Days		
<b>Report Dimensions</b>		
Company:		Geography:
· CLEC Aggregate		· State
· CLEC Specific		
<b>Sub-Metrics</b>		
<b>BI-2-01</b>	<b>Timeliness of Carrier Bill</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of carrier bills sent to CLEC <sup>59</sup> within 10 business days of bill date.	Count of Carrier Bills distributed

<sup>59</sup> Sent to Carrier, unless other arrangements are made with CLEC

## GLOSSARY

Application Date	The date that a valid order is received.
ASR	Access Service Request
BA Administrative Orders	Orders completed by BA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for BA official lines and LIDT (Left in Dial Tone). [SWO<"NC", "NF"] [CLS<TOV, or CLS_2<TOV]
BASIC EDITS	Front-end edits performed by the Gateway prior to order submission. Basic Edits performed against Gateway provided source data include: State Code must be a BA state; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA Change Control procedures.
BFR	Bona Fide Request Process (BFR): See appendix D, Summary of BFR from N.Y. P.S.C. No. 916, Section 16.



Collocation Milestones	<p>(FOR NY) From P.S.C. 914 Tariff, Section 5:</p> <p><u>Physical Collocation</u></p> <ul style="list-style-type: none"> <li>· Day 1 – CLEC submits completed application</li> <li>· Day 9 – BA notifies CLEC that request can be accommodated and estimates costs.</li> <li>· Day 14 – CLEC notifies BA of intent to proceed and submits 50% payment as set forth in 5.1.5(b) or provides written agreement agreeing to reimburse BA for all costs incurred should the CLEC withdraw its collocation request</li> <li>· Day 76 – BA and CLEC attend Methods and Procedures meeting and BA turns over the multiplexing node to the CLEC</li> </ul> <p>BA and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and BA control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).</p> <p>Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the BA work completion notice, indicating acceptance of the multiplexing node construction work and providing BA with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by BA of the BA work completion notice and any applicable security fee.</p> <p><u>Virtual Collocation:</u></p> <p>BA and the CLEC shall work cooperatively to jointly plan the implementation milestones. BA and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.</p>
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Common Final Trunk Blockage:	Common final trunks carry traffic between BA end offices and the BA access tandem, including local traffic to BA customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	<p>(A) <u>High Usage Trunks</u> carry two-way local traffic between two BA end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic – NY geographies.</p> <p>(B) <u>Final Trunks</u>: (All Bell Atlantic except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(C) <u>Final Trunks - Local</u> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(D) <u>Final Trunks – IXC</u> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Bell Atlantic Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.